

5     **METHODS AND APPARATUS FOR PREDICTIVE SERVICE FOR INFORMATION  
TECHNOLOGY RESOURCE OUTAGES**

**ABSTRACT OF THE DISCLOSURE**

10     Methods and apparatus are provided through which a risk profile for a resource of an  
information technology system is generated from collected infrastructure performance data  
and collected process data. In some embodiments, the data is correlated from the  
infrastructure performance data and process data before generation of the risk profile.